

**From:** Ronald M. North  
**To:** Microsoft ATR  
**Date:** 1/6/02 3:05pm  
**Subject:** For years I have supported Microsoft as a user and as a believer in the

For years I have supported Microsoft as a user and as a believer in the integrity of the private sector. After December 3rd, 2001, when Microsoft forced me to adopt their "Hotmail" and "Passport" garbage in order to get email I have been using for decades I have changed my outlook. This change was a disaster for me and many others whose Microsoft loaded computers crashed, were unable to access any internet service and were insulted by Microsoft's incompetent technicians (so incompetent they all refused to give their names "for security"). I now and for a long time in the future urge the Justice Department to prosecute Microsoft to the limits and then some until they realize their responsibilities to their customers and to the larger good of the economy. Their irresponsible behavior in putting out and forcing all customers to adopt this disastrous "downgrade" in MSN service, which for me resulted in 3 weeks of no service, \$800 to fix my crashed computer, a large business loss due to Microsoft management's arrogance and incompetence should not go unresolved. Even today I and others I know are unable to efficiently use non-microsoft utilities to conduct our business. Thanks. /S Ronald M. North, 165 Rocky Branch Road, Athens GA 30605. (706)548-2675

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Send and receive Hotmail on your mobile device: <http://mobile.msn.com>

**CC:** BillGates@msn.com@inetgw